



INDIANA ELIGIBILITY MODERNIZATION

Overview for Service Providers & Community Organizations

The Indiana Family and Social Services Administration (FSSA) Division of Family Resources (DFR) is improving the way Hoosiers apply for public assistance Cash Assistance (TANF), Food Stamps and Medicaid). The changes to the new system will provide more choices for Hoosiers to apply for and manage their public assistance.

✓ More ways to apply for TANF, Food Stamps and Medicaid

- Start an application on the Internet (available 24 hours a day);
- Speak to a Call Center Representative through a toll-free number from 7:00 am - 7:00 pm, Monday – Friday, to start an application or ask questions;
- Mail or FAX copies of required application documents (such as rent receipts or pay stubs); or
- Visit a local DFR office in person (an office will remain in each county in the new system).

✓ More ways to check on status of an application or benefits

In the new system, applicants can contact the toll-free, 24-hour automated phone system, speak with a Call Center Representative or use the Internet to check the status of an application. Clients can also use the automated phone system or Internet to check authorized benefit amounts.

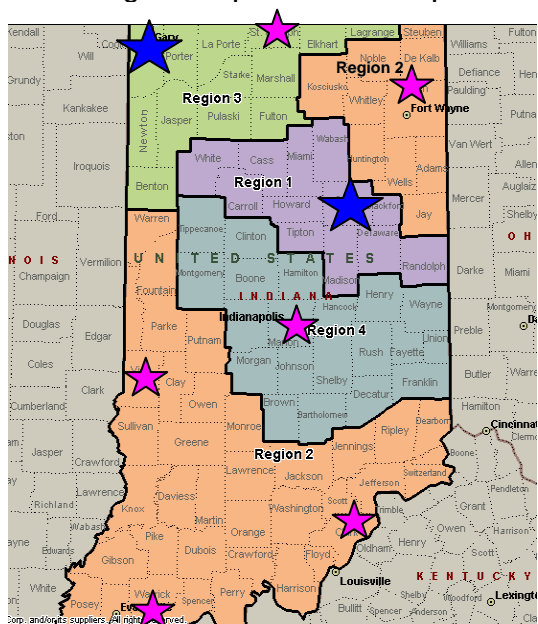
✓ Improved data collection and electronic storage

Applications and supporting documents will be scanned and stored electronically, rather than in paper files. This eliminates the need for applicants to speak to an assigned caseworker and allows the first available worker to assist applicants and clients. If an applicant needs to check the status of an application or report a change of address, income or household, the first available worker can view the case file electronically and provide assistance.

Application Processing in the New System

In the new system, there will be two Major Service Centers (blue stars on the map below) which will contain the Call Center and document storage functions. The Major Service Center in Grant County will be the primary document storage location, with a back-up in Lake County. The five Minor Service Centers (pink stars) will provide administrative support such as application processing, hearing preparation and change processing. Work at the Major and Minor Service Centers will be conducted by State and IBM-led Coalition employees; however eligibility will be determined by State employees only.

Regional Implementation Map



Clients will not visit the Major and Minor Service Centers to receive assistance; rather, there will be local DFR offices in every county for clients to visit. Local DFR offices will have self-service stations equipped with computers and telephones for clients to begin applications, check application status or report a change. Applicants will also have the opportunity to request a traditional, in-person interactive interview to apply for assistance. Additionally, the **Voluntary Community Assistance Network (V-CAN)** will include service providers and community organizations that serve public assistance clients to provide information about and access to services at more locations throughout the state. Participation in the V-CAN is completely **voluntary** and V-CAN members can choose the method(s) of access (computer, phone, etc) that makes sense for clients and available resources. See the back of this page for more information on the V-CAN.

Regional Implementation Timeline

The new system will be implemented on a regional basis, beginning with Region 1 in October 2007. Regions 2, 3 and 4 will be implemented in 2008.



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Q: How can service providers and community organizations get involved?

A: The **Voluntary Community Assistance Network (V-CAN)** is a formal network of service providers and community organizations that provide information about and access to the ways to apply for Cash Assistance (TANF), Food Stamps and Medicaid services. V-CAN members can choose to provide any kind of help to their clients – whether it is just to get up-to-date information about system changes or to offer access to a computer or phone to apply for or manage benefits.

Q: What are the benefits of V-CAN membership?

A: Your clients can get more services, more easily.

- If your clients are eligible for federal and state programs, it could mean less financial burden for your programs – maximizing scarce resources.
- Community access points through the V-CAN increase the number of places your clients can apply for services – more locations means less need for your clients to travel.
- Access to application information in your office means that your clients can apply for services with you, a trusted local provider, without stigma of going to a “welfare office.”

Q: How Do I Join the V-CAN?

A: Becoming a V-CAN member is easy and completely **voluntary**. Just follow the two steps below to choose your level of membership and register as a V-CAN member.

Step 1: Choose your membership level

Access Point

- Your clients use Internet, phone, fax and/or mail at your office to start or finish public assistance applications. You can provide access to any of the tools – there is no requirement to provide access to all tools.
- You can provide access to the public (Publicized Access Point) or serve your current clients only (Non-Publicized Access Point).
- You will receive client support materials such as tips for clients using the computer or phone, as well as posters, postcards and pens with the website and toll-free number.
- Informational Updates (see Informational Member)

Referral Member

- You will receive free printed materials such as posters, postcards and pens to make clients aware of the new tools.
- Informational Updates (see Informational Member)

Informational Member

- You will receive Informational Updates through email regarding Eligibility Modernization such as bi-monthly newsletters and invitations to local training sessions.

Step 2: Register to become a V-CAN member

- Register Today! Visit www.in.gov/fssa and click “Eligibility Modernization/Communications.”
- Click “How do I become a member of the V-CAN?” to complete the registration form.